COURSE

REP *2019–20*

Handbook

YOUR COURSE, YOUR VOICE

WORCESTER
STUDENTS' **UNION**
www.worcsu.com/yourvoice/reps

HELLO!

Welcome to our all-new Course Rep Handbook! This is your go to guide on everything Course Rep and much more.

Firstly, congratulations - you're a Course Rep! It's a fantastic opportunity, so make the most of it and you'll reap the rewards!

Course Reps are the most important part of the Academic Representation System. You are the voices that highlight the good, identify the bad and come up with great ideas for your course. Your contribution can filter all the way up to the Board of Governors (the highest level meeting at the University) influencing all corners of the University. You form the vital link between Worcester Students, the Students' Union and the University.

megan.price@worc.ac.uk

Meg Price,
Vice President Education

Congratulations on becoming a student representative. This is a great role, with lots of opportunities for you to develop your skills and employability. I was a student representative when I was an undergraduate (a long time ago!) and I was able to have a positive and lasting effect upon my institution, not just on my cohort but those that came after me, too. The experience of taking part in committees, liaising with senior staff and gathering the views of other students has stayed with me throughout my career.

This is an exciting time for the University of Worcester, with record levels of graduate employability and student satisfaction; your role is vital to help us expand on this success and support our work to be an outstanding university in which to be a student. We are proud of the partnership that exists between students, Worcester Students' Union and the University. These relationships have delivered a considerable amount of constructive changes within the University. You will also have the opportunity to regularly meet with key University staff and the Students' Union. I personally look forward to meeting you and the other reps at our Student Forum meetings throughout the year.

This new guide will be extremely helpful in your new role; it will give you the information to help you positively contribute to the development of your course and the University. I encourage you to fully embrace your new role and engage regularly with all of the key stakeholders outlined within this guide. Thank you for your invaluable contribution to the success of our University and the support you will be providing to your fellow students.

Best wishes,
Ross Renton
Pro Vice Chancellor Students

Contents

Contact us:

www.worc.com/yourvoice/reps

studentsunion@worc.ac.uk

◼ WSU Course Reps 2018-19

REP IMPACTS

Impacts on the student experience resulting from course rep feedback 2018-19

ALLIED HEALTH AND COMMUNITY
- Implementation of theoretical teaching for Level 4 students
- More study skills sessions were put on following student requests

ARTS
- Phone mounts were made available for students in the Animation suite
- An increase in the amount of trips and industry guest speakers in some Arts courses
- The Digital Arts Centre (DAC) hours were extended and other learning spaces were made available out of hours

BUSINESS
- Recorded lectures to be implemented in some modules in 2019-20
- Opened new access PC room
- Creation of assessment guidance videos
- Improved signposting of the 24/7 access to computers in Charles Hastings

EDUCATION
- Received an additional tutorial on Blackboard and e-library use
- New chairs and tables in the Hines building to suit students' learning environment
- Reduction in timetable gaps by bringing a 16:15-18:15 lecture forward

HUMANITIES
- Earlier lecture times
- Lecturers implemented trigger warnings for certain classes in modules that deal with sensitive subjects

NURSING AND MIDWIFERY
- Feedback and rep engagement led to new and more comfortable tunics for male nurses

PSYCHOLOGY
- Two modules in the same semester required online and face-to-face work and students fed back that the workload was difficult to manage. Next year, the two modules will run during different semesters to help students manage workload

SCIENCE AND THE ENVIRONMENT
- Electronic feedback and submissions are now encouraged throughout several courses rather than paper feedback and submissions
- Additional exam prep materials have been provided e.g. mock exam questions
- An additional lecture on essay writing was provided

SPORT AND EXERCISE SCIENCE
- Information and lecture slides were uploaded to Blackboard sooner
- Feedback helped to develop a Sport course's new course map
- Increased amount of external speakers as part of the course
- Students worked together, across courses, to support no evening classes (18:15 and onwards) to help minimise the absence of students who either work within industry e.g. coaching or who are part of a sports team

WORCESTER'S ACADEMIC REPRESENTATION SYSTEM

Worcester Students' Union exists to represent students' views, ensuring that your experience as a student is the best it can possibly be. The main way we do this is through elected Course Reps (that's you) who gather their course mates' views about various aspects of their studies and University life in general. They communicate this feedback to staff members, suggest solutions, and work together with staff to bring about change. Student representation is at the heart of decision-making at Worcester and is vital in helping shape and improve the overall student experience. Student representation does not just stop and start when Course Reps attend meetings; student representation exists throughout your University experience. It is a continuous process that helps make students' voices heard.

Worcester Students' Union and the University of Worcester work in partnership to ensure that all students have the best academic experience possible. We are committed to listening and responding to student feedback with the aim of enhancing the overall learning experience for current and future students.

HOW DO YOU TIE IN AS A COURSE REP?

VP Education

23 School Reps

Hundreds of Course Reps

11,000 Students
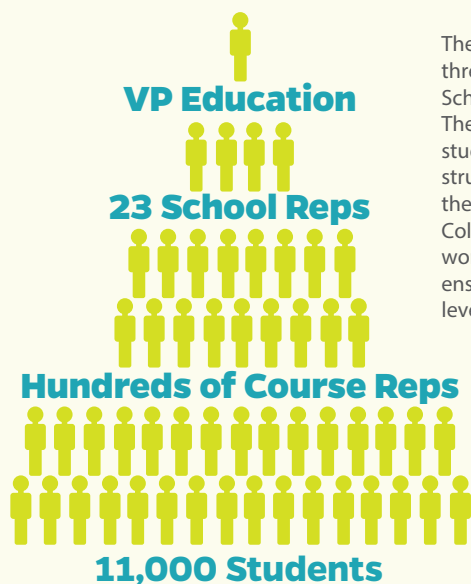
The Academic Representation System consists of three levels of representation: (1) Course Reps, (2) School Reps, and (3) the Vice President Education. The three levels of representation ensures there is student representation across the University's entire structure of academic matters. Course Reps work at the Course level, School Reps work at the School and College level, and the Vice President Education works at the overall University level. This structure ensures that there is student representation at all levels within University decision making.

UNIVERSITY STRUCTURE

The University is organised into three Colleges, each of which have three Schools.

College A (Business, Psychology & Sport) College Director: Kerry Whitehouse	College B (Arts, Humanities and Education) College Director: Catriona Robinson	College C (Nursing & Midwifery, Allied Health & Community, & Science College Director: Jo Rouse
Worcester Business School Head of School: Anne-Marie McTavish	School of Arts Head of School: David Broster	School of Nursing & Midwifery Head of School: Robert Dudley
School of Psychology Head of School: Tim Jones	School of Humanities Head of School: Michael Bradshaw	School of Allied Health & Community Head of School: Liz Davies-Ward
School of Sport and Exercise Science Head of School: Mick Donovan	School of Education Head of School: Ann Jordan	School of Science & the Environment Head of School: Peter Seville

WHAT IS A COURSE REP?

A Course Rep is a student elected by their course mates to represent their course's academic views and concerns. They provide a vital link between students, the University, and the Students' Union.

As a Course Rep, you represent your course mates by listening to their views and concerns and sharing that information with staff who can then take action by making any appropriate and necessary changes. You will also play an important role in closing the feedback loop by working with staff to ensure your course mates are aware of the impact their feedback has had.

Being a Course Rep is so much more than just collecting and passing on feedback. You will be given opportunities throughout your time as a Rep to provide input on changes the University wants to make, challenges they are trying to overcome, and wider changes outside the University that impact on your time as a student. Whilst you are not expected to solve any problem first-hand, you are expected to work closely with staff to develop solutions to issues identified by the students you represent. You are also expected to communicate outcomes of issues with your cohort to keep them in the loop.

WHAT IS A SCHOOL REP?

School Reps are recruited to represent the views of students at both the School and College level. They create an essential link between Course Reps and senior members of staff within their particular School and College. They attend regular meetings with the Students' Union and contribute at School and College level meetings. They will also work with you to support you in your role. It is important that you know who is your School Rep is and that you communicate with them on a regular basis so they are kept in the loop about what is happening on each course.

School Reps have the responsibility of communicating with the Vice President Education (VPE) and your Student Engagement, Representation and Communications Coordinator (SERCC) to ensure that student feedback results in action.

WHO ARE YOUR SCHOOL REPS?

College A (Business, Psychology & Sport)	College B (Arts, Humanities & Education)	College C (Nursing & Midwifery, Allied Health & Science)
School of Sport and Exercise Science PE, Dance and Coaching Zoe Pemberton Sport Management and Outdoor Education ??? Sport and Exercise Science Luke Ford	**School of the Arts** Arts Jess Ringer Theatre Ezre Holland	**School of Allied Health & Community** Paramedic Sciences Nathan Marsh Health & Social Sciences Vacancy
School of Psychology Nathan Harold	**School of Humanities** English, Media and Culture Gabrielle Summers History, Politics and Sociology Vacancy Law and Criminology Migle Knostantinaviciute	**School of Science and the Environment** Biological Sciences Rebecca Felstead Geography and Archaeology Jack Evans
Worcester Business School Business Georgia Hobbins Computing Colin Vernon	**School of Education** Children and Families Harriet Cunliffe Education and Inclusion Kelly Chamberlain Primary Education Heidi Taylor Secondary Education Appointed in September	**School of Nursing and Midwifery** Nursing Emaly Stedman Midwifery Vacancy

For the contact details of your School Reps, please visit our website:
https://www.worcsu.com/yourvoice/reps/schoolreps/your_srs/

UNIVERSITY STAFF SUPPORT

Every School should have a Student Engagement, Representation and Communications Coordinator and some larger ones will also have Course Rep Coordinators.

Student Engagement, Representation and Communications Coordinator (SERCC)

The SERCC is a University staff member who oversees the entire Academic Representation system within their School. They communicate with Course Reps, School Reps, the Head of School, and other appropriate staff members with the aim of ensuring effective representation.

They ensure that issues raised and changes implemented are fed back to you. They are also there to help you to communicate the University response to feedback to your course mates. They are there to assist you if you have an issue to raise or if you need processes or terminology explained to you.

Course Rep Coordinators

In some of the larger Schools you may also have Course Rep Coordinators who support the SERCC to oversee all Course Reps their departments.

They communicate with the department's School Rep, the Course Reps and the SERCC. They are there to assist you if you have an issue to raise or if you need any processes or terminology explained to you.

Course Leaders

Don't forget your Course Leader and Module Leaders also have responsibilities within the Academic Representation system. For small issues that can be quickly resolved, we always recommend an informal chat with your Course or Module Leader.

College A	College B	College C
Business School Business ??? Computing Viv Bell v.bell@worc.ac.uk	**School of the Arts** Alison Reeves a.reeves@worc.ac.uk	**School of Nursing & Midwifery** Jenny Pinfield j.pinfield@worc.ac.uk
School of Psychology Laura Rees-Davies l.reesdavies@worc.ac.uk	**School of Humanities** Lesley Spiers l.spiers@worc.ac.uk	**School of Allied Health & Community** Jo Lewis j.lewis@worc.ac.uk
School of Sport and Exercise Science Jaime Guinan j.guinan@worc.ac.uk	**School of Education** Karen Appleby k.appleby@worc.ac.uk *Rep Coordinators:* Children & Families Nicola Watson n.watson@worc.ac.uk Education & Inclusion Allie Sewell a.sewell@worc.ac.uk Primary Education Andy Taylor andrew.taylor@worc.ac.uk Secondary Education Suzanne Lawson s.lawson@worc.ac.uk	**School of Science and the Environment** Cheryl Jones c.jones@worc.ac.uk

FEEDING BACK

During the year, you may receive feedback relating to an issue on the course that could be resolved quickly. For example, lecture slides vital to an assignment have not been uploaded to blackboard on time and students are struggling without it. In cases such as this, it is important to alert your Course Leader or School Rep. These types of issues should be quickly and easily resolved.

MEETINGS

As a Course Rep, you will have to attend some meetings so you can share feedback. These meetings are not for urgent issues or issues that can be resolved quickly (as you should go straight to a staff member about these before a meeting). Meetings will provide you with the opportunity to feedback formally and will enable you to challenge some of those bigger or long-term issues. The most important meeting you will attend is the Course Management Committee (CMC; more details later on) but there are other meetings that you will be invited to including:

COURSE REP CLINICS OR DROP-INS/SURGERIES:

These will be organised by your SERCC/Course Rep Coordinator or your School Reps. This is the chance for you to talk to a staff member or School Rep before your Course Management Committee Meeting. You can get advice on how to formulate a conversation if you have difficult feedback to give or just prepare you for upcoming meetings in general.

SCHOOL FORUMS:

These happen at least twice per year and are chaired by your Head of School and one of your School Reps. This is your chance to discuss issues and projects at school level.

COURSE REP FORUMS:

These happen at least twice per year and provides you with the chance to feed into key University projects to make your experience better. Forums also provide you with the opportunity to network and feedback to the senior managers of the University.

THE COURSE REP CONFERENCE:

This is a whole day dedicated to you with chances for you to meet all the Senior Management of the University, grill them in the panel debate, and attend skill development sessions to help you to be a better rep and increase your employability.

COURSE MANAGEMENT COMMITTEES

The structure of these meetings will vary depending on your course but, in general, a CMC will discuss matters relating to the following:

- Feedback from students (this is the section of the agenda when you and the other course reps will be asked to speak).
- Academic standards and the student experience).
- The course Annual Evaluation report and monitoring progress with your Course Enhancement Plan.
- Reports from external examiners.
- Reviewing the course(s) and seeking approval for change.
- Students'progress and achievement
- Recruitment, admissions, retention, progression, achievement and performance

As a Course Rep, it is important that you gather feedback in advance of these meetings from a variety of students on your course. Agendas will be circulated in advance that highlight particular talking points which will require student feedback. We'd recommend attending a Course Rep Clinic or contacting your SERCC/Course Rep Coordinator before a CMC if you need anything explained in advance or if you would like to clarify certain points.

SCHOOL REPS

University Meetings

Your School Reps will attend many meetings at both the College and School Level, focusing on all aspects of your academic experience. The highest meeting a School Rep will attend is the LTQE (Learning, Teaching and Quality Enhancement) meeting. As a Course Rep, it's important that you feed information up to your School Rep (especially if it is an issue that affects students in the whole School, College, or University). Regular communication with your School Rep will enable them to ensure that feedback is explored at the right level and without your information; School Reps would find it very difficult to represent your views effectively. If you cannot get in touch with your School Rep, you can fill in a Course Rep Journal and the SU will make sure the information gets to the right people.

Students' Union Meetings

School Reps also sit on the Students' Union's Education Council. This meeting is where the School Reps and the VPE formulate ideas, actions, and campaigns that focus on improving your overall academic experience.

VICE PRESIDENT EDUCATION

Your VPE attends many meetings at University level and meets regularly with the senior managers in the University, including the Vice Chancellor (the big boss of the University). These meetings include Academic Board (the highest-level academic committee at the University), Learning Teaching and Student Experience Committee (LTSEC), Academic Standards and Quality Enhancement Committee (ASQEC), and the Academic Representation and Oversight Group (AROG), which oversees how the rep system is working. If you want to feed any information to Meg, the best way is to fill in a journal or email her at megan.price@worc.ac.uk.

MEETING ETIQUETTE

Before Meetings:

- Collect the opinions and views of the students you represent, collating qualitative and quantitative data

- Submit any topics that you want to bring up in the meeting to your Course Leader

- Read over the agenda for the upcoming meeting

- If you have any big concerns about an issue, or you're not quite sure how to express a concern, talk to either your School Rep or a member of staff to build a good and constructive working relationship

During Meetings:

- Express the experiences of your cohort rather than your own personal views

- Don't raise issues about individual members of staff or students

- Ensure that your points are clear and well thought out

- Work with staff and think about creating positive solutions to issues

- Make sure you ask if you do not understand - there are no silly questions!

- Remember that for staff, your feedback and opinions are often the most important part of the meeting. You are the experts on being a student and your course.

After Meetings:

- Make sure you know what actions were decided at the meeting

- Inform your course mates about what was discussed at the meeting and about any outcomes

- Make a note of any changes or improvements made and feed these back to School Reps and appropriate University staff

- Inform the Students' Union (through your Rep journals) about any "wins" or actions taken as a result of the meeting

COURSE REPS!

Don't forget to fill in your **Course Rep Journals**
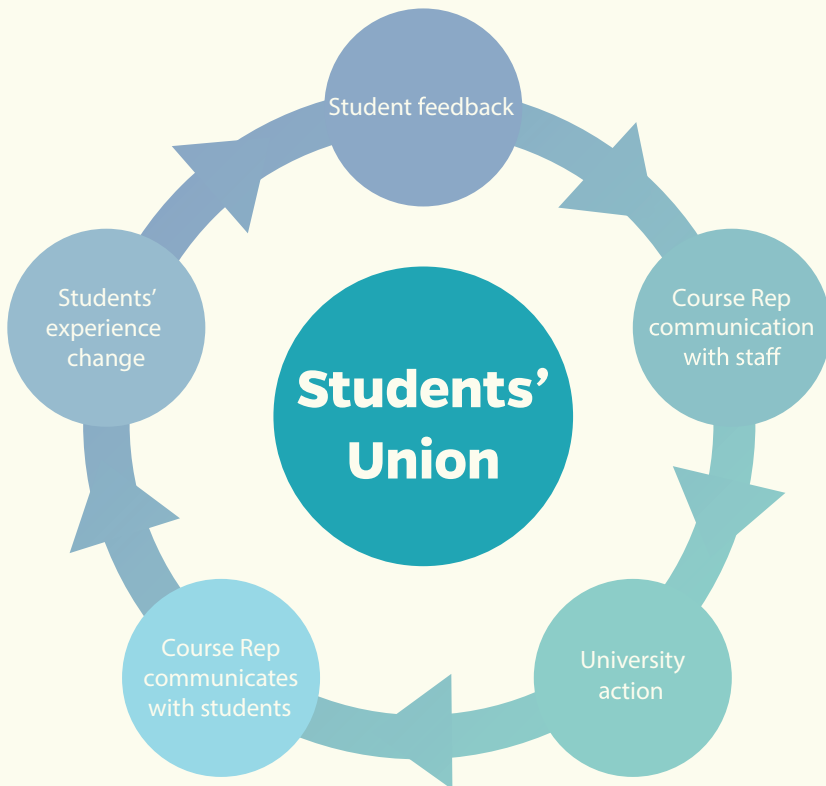
CLICK HERE TO GET STARTED

As a Course Rep, one of your key responsibilities is to update your online journal. Journal entries help the Students' Union to monitor issues and identify any cross-School and College trends. You can update your online journals by visiting **www.worcsu.com/yourvoice/reps/** .
We also want to hear what you achieve. What impact have you had? Please log these after your meetings via the journal. **They are also a key part of achieving your Course Rep Accreditation**.

HOW TO BECOME AN EFFECTIVE REPRESENTATIVE

To be able to represent the students on your course, ensuring that you play your part in the Feedback loop is really important. Feedback is important because it lets the University know what matters to students, enabling them to make improvements based on student needs. Collecting feedback is also a useful way to strengthen your arguments during meetings if you want a particular action to happen.

It is also important to feedback to students so that they recognise how important their feedback is, that they are being listened to, and action has been taken.

Student feedback

Course Rep communication with staff

University action

Course Rep communicates with students

Students' experience change

Students' Union

Communicate with your class mates to find out their academic views and concerns.

It is important that your classmates know who you are, what you do and how they can get in touch with you. Remember, there is no right or wrong way of collecting feedback. We suggest that you trial a few methods to see what engages your class mates the most, and to see which feedback methods you feel the most comfortable in delivering. You don't have to stick with just one method of feedback, you can try out different methods depending on the type of information you are wanting to collect. Here are some examples of effective methods of communication:

Email – This is an effective and easy method of communication – try to get your classmates to email you with any views and concerns they have. You might also want to email out to your classmates every month or so to update them on any changes or to summarise and outline meetings.

Lecture 'Shout-outs' – Shout outs at the start of the academic year are great way to increase the number of students who know who you are andwhat you do. You can ask your lecturer if you can give a short 5-minute talk to students at the beginning or end of a lecture. There are two lecture shout out weeks per academic year where all reps will be asked to deliver a lecture shout out to your cohort. For guidance around this and what to say, visit the SU resources hub at the following web address: https://www.worcsu.com/yourvoice/reps/coursereps/hub/

Facebook Groups and Group Chats – It might be worth setting up a closed Facebook group and inviting your classmates to join. This platform is really informal, accessible and handy for quick group conversations or Facebook polls.

Face-to-face – There is no form of communication better than a face-to-face meeting. As a Course Rep, you should make that extra effort to speak with as many students on your course as possible.

Suggestion Boxes – This is a useful tool for your classmates to use if they want to voice their opinions quickly, easily and anonymously. You can make this yourself by getting students to write their views or concerns on a card before posting them into a box.

Focus Groups – Focus Groups are another useful way to conduct market research. A focus group typically involves a small number of people brought together to focus on and discuss a specific issue or topic. These meetings can be as quick and as informal as you like.

Surveys – The SU encourages Reps to write and develop their own questions to suit course-specific concerns. Depending on the type of issue, you might want to ask different styles of questions to gain either qualitative data (quotes and opinions) or quantitative data (statistics and percentages)

Padlet – This is an online anonymous feedback resource, which can be accessed from any device. You can access Padlet via the following link: https://padlet.com. The easiest template to use for feedback is the KWL chart. You can edit the headings to add questions e.g. 'What could be improved on the course?', 'What do you love about the course?', or you can be more specific with your questions if there is a particular topic you want feedback on. To see a Padlet in action, visit https://padlet.com/j_stilgoe/2zlboo842dgy (password: WorcesterSU).

'Two Stars and a Wish' – We have a template on our Rep Resources webpage on the SU website, which you can download and print off. This resource asks for two things working well on the course as well as something that could be improved. Following data collection, it might be worthwhile to put all feedback on one document to then hand to your course leader so that staff members can clearly see the priorities of your cohort. It will also be useful to have to hand for when you are feeding back at a CMC. Visit the SU website for a template if you would like to trial this feedback method.

● **Collate responses and feed them back to the University and Students' Union to improve the overall student academic experience**

Familiarise yourself with who your School Reps, SERCC, Course Rep Coordinators, and Vice President Education are. Make sure you know how to get in touch with them. They are all here to help you, to listen to the feedback you have collated, and to help bring about change. If you're ever stuck or unsure, reach out! Being a Course Rep is largely about working together.

Regularly Update Your Online Course Rep Journals - Entries do not have to be too long or wordy. The Rep Journal helps the SU to identify if there are any trends across School and College levels. You can find your journal online at www.worcsu.com/yourvoice/reps/.

Course Management Committees - The structure of these formal meetings depends on your course but they typically focus on student experience and feedback, academic standards and course reviews. It is important that you use these meetings as a way of feeding back student views and concerns.

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Attend and Contribute at Course Rep Forums and the Course Rep Conference - The structure of these formal meetings depends on your course but they typically focus on student experience and feedback, academic standards and course reviews. It is important that you use these meetings as a way of feeding back student views and concerns.

● **Let your coursemates know about any changes!**

Via email, social media, face-to-face, lecture shout outs (the possibilities are endless!) - Continue to use these platforms to communicate with your classmates. Make sure that you let them know of any changes and outcomes in order to close the feedback loop.

Let your classmates know by letting us know – Update your online journals. The SU can then advertise any changes and outcomes that you have mentioned in your journals on our SU website. It also keeps us updated and aware of any trends across the various Schools
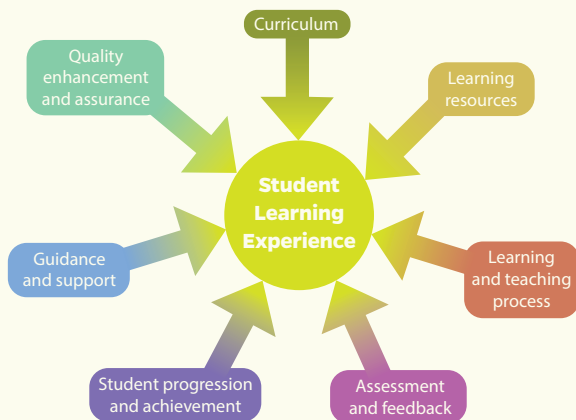
Hold Feedback Sessions – Invite your classmates to attend post-CMC briefings with you so that you can inform them of any changes that have been implemented as a result of their feedback. You can also use this meeting to outline any key CMC items so that students have more of an understanding of the discussion happening at course-level.

Rep Newsletter – You could write monthly newsletters to your class mates with updates, impacts (or 'wins'), and a summary of what happened at a CMC or Conference you have attended. You could ask your Course Leader to circulate this newsletter with your class mates via email.

UNDERSTANDING THE STUDENT LEARNING EXPERIENCE

Curriculum

Quality enhancement and assurance

Learning resources

Student Learning Experience

Guidance and support

Learning and teaching process

Student progression and achievement

Assessment and feedback

If you are to be an effective rep it is vital that you are able to represent the views of your course mates and not just your own opinions. Your feedback **MUST** always be as representative as possible. Understanding the different elements that make up the Student Learning Experience will help you be effective when collecting feedback. Asking a fellow student to tell you about their whole learning experience may not get the response you are looking for. Breaking it down into the different elements that you can see in the diagram above will help you gather the positive and negative feedback so you can inform staff what they are doing well and where they can improve.

Remember whenever you collect feedback to be mindful of the varied student learning experiences that exist within your own course. The experience of an 18 year old may be very different to a mature student and the experience of a commuter can be very different to someone that lives in St. Johns.

EXAMPLES OF QUESTIONS YOU MAY ASK INCLUDE:

Curriculum:

- Does the curriculum taught match your expectations from the prospectus?

- Were learning expectations clearly outlined and did the learning outcomes actually correspond to what you learnt?

- Were you satisfied by the module choices that were offered?

- Was the course challenging?

- Do you feel your course is making you more employable?

- How is the course organised?

- How clear is the timetable?

- Are classes useful?

Learning Resources:

- Are there adequate library and computing facilities?
- Do you have access to materials you need (for example books, lab equipment and art materials)? Did departmental facilities meet your expectations?
- Was the lecture material easily accessible?
- Were resources adequately available?
- Are you aware of/do you know how to use the resources available to you?

Learning and teaching process:

- Were you consistently/sufficiently guided to practice your skills throughout your course?
- Are you able to learn in a way that suits you?
- How would you rate the teaching?
- Are there any forms of learning you would like in addition to lectures and tutorials?
- Do you find the lectures a satisfactory method of imparting information?
- Did you find the size of your tutorials conducive to further learning?
- Did you feel your lecturers prepared you sufficiently for your assessments?
- Do you understand lecture contents?

Assessment and feedback:

- Was the feedback received useful and appropriate after assessments or course work?
- Is the assessment criteria clear to you?
- Are you given enough time to prepare for assessments?
- Is the style of assessment appropriate?
- Is there too little or too much continuous assessment?
- Does the assessment adequately and fairly represent the content of the course?
- Was the course fairly marked?
- Is marking consistent across the course?
- Do you receive adequate feedback from your assessments?

Student progression and achievement:

- Do you feel you have improved by completing this course?
- Can you measure your own personal progress through your course?
- Has your course made you more employable?
- What are you getting out of studying this course?

Guidance and learner support:

- How much support are you getting with your work?
- How much support are you getting from staff?
- Was academic support readily available?
- Is there a place/person you can get help from if you're struggling with the subjects?
- Are staff and students aware of the channels for dealing with issues?
- Do you get relevant careers advice and opportunities?
- Do you feel prepared for finding graduate employment after University?

Quality enhancement and assurance:

- Do you feel that your department is receptive to concerns?
- Do you feel that your opinions are listened to and taken seriously?
- What improvements have been made to your course?

THE NATIONAL STUDENTS' SURVEY

(NSS)

This survey is conducted every year on final year undergraduates to accurately reflect students' experiences. The University uses this information to improve future students' experiences.

The information gathered on the survey can answer the following questions:

1) The Teaching on Your Course
- Are staff good at explaining things?
- Have staff made the subject interesting?
- Is the course intellectucally stimulating?

2) Assessment and Feedback
-Is the criteria used in marking made clear in advance?
-Have assessment arrangements and marking been fair?
-Has feedback on your work been prompt?
-Has the depth of feedback on your work been sufficient?
-Has the feedback helped you clarify things you didn't understand?

3) Academic Support
- Have you received sufficient advice and support with your studies?
-Have you been able to contact staff when you need to?
-Was good advice available when you needed to make study choices?

4) Organisation and Management
-Have any changes in the course been communicated efficiently?
-Is the course organised well?

5) Learning Resources
-Are resources e.g. the Library good enough for your needs?
-Do you have access to general IT resources when you need them?

Having access to previous students' responses can help you work out what might be important to students on your course. It is important to remember that these survey results are only a snapshot in time, and issues raised may have since been resolved and so might not be applicable.

The statistics can be found here: https://unistats.ac.uk/Institutions/Details/10007139/Return-To/Institutions.

COMMON ISSUES FOR COURSE REPS

Academic staff value the input and opinions of students as this helps them to develop and enhance the courses they teach. It is important to use the student academic representation system as a way of making positive and creative suggestions as to how things might be improved and also as an opportunity to report back to staff on what students really like and value about the course they're studying.

What kind of issues might Course Reps have to deal with?

- The structure of a course and the teaching methods used
- Contact time and lecture times
- Assessment methods and weighting allocations
- Lecture rooms and changes to room arrangements

- Facilities and resources e.g. computers, books, library opening times
- Course handbooks, especially their accuracy and value
- Feedback and communications, including Blackboard, SOLE etc.
- Course deadlines, changes to deadlines and the amount of notice given
- Hidden course costs

Boundaries

It is not your responsibility to get involved with students' personal problems. If a student does come to you with these types of complaints, signpost the student to someone who is professionally trained to help them.

You are NOT expected to get involved with the following:

☒ Disputes between students and academic staff (e.g. complaints, discrimination)
☒ Academic misconduct or disciplinary procedures
☒ Financial problems
☒ Housing and accommodation advice
☒ Academic advice
☒ Welfare advice
☒ Supporting them through their studies

For personal welfare and wellbeing problems, issues around academic misconduct, or for financial and accommodation advice, advise the student to contact either the Students' Union's Academic and Welfare Advisor, Kate Gynn, or the University's Student Services (firstpoint):

SU Academic and Welfare Advisor
Email: k.gynn@worc.ac.uk
Tel: 01905 543221
Website: https://www.worcsu.com/helpandadvice/

Firstpoint
Email: firstpoint@worc.ac.uk
Tel: 01905 542551
Website: https://www.worcester.ac.uk/firstpoint/

For academic advice, advise the student to get in touch with their course leader, module lecturer, Course Rep Coordinator, or Head of School. If you are ever in doubt, just ask for help! Email a.banner@worc.ac.uk or fill in a journal.

Skills and Training

Becoming a Course Rep is a great way to develop your employability skills. The following table lists some of the transferable skills frequently asked for by employers. Thinking of your role as Course Rep, use the box below to write examples of when you have used the following skills:

Communication	
Organisation	
Negotiation	
Teamwork	
Meeting skills	
Problem solving	
Presentation	
Anything else?	

Remember the acronym, CAR when you are thinking about your skills development or when you are monitoring your progress!

CONTEXT – What task was given to you?

ACTION –What did you do? What decisions did you make?

RESULT - What results did you achieve?

Now try it yourself! Have a go at using the CAR acronym to help monitor your own progress:

CAR Progress Log

Context (what task have you been given to do?)	Action (what have you done?)	Result (what happened? What have you achieved?)
"I had to collect the views of my course mates about XX and present this to my course leader"	"I organised a focus group and found out that students were unhappy about XX. I discussed XX with my course leader. After this, I let my course mates know the progress of XX"	"XX was resolved and I informed my course mates. Due to this, communication between course leader and students has improved"

REWARDS & RECOGNITION

As a Course Rep, you help to ensure that students can influence their course and enhance their learning experience. Volunteering to help benefit the academic representation system can also benefit you as an individual!

By recording your activities such as journal writing, training sessions, meetings, communicating with course mates, you can achieve awards recognised by future employers:

COURSE REP ACCREDITATION

You can be accredited specifically in your role as a Course Rep. This is your chance to get recognised for all the hard work you put in. Rep Accreditation is recorded with your degree transcript and is that little something extra that will make you stand out from the crowd. For more information, please visit **https://www.worcsu.com/yourvoice/reps/**.

ONLINE V-RECORD

Logging your volunteering hours on www.worcsu.com/volunteer allows you to achieve different levels of awards based on how many hours you have volunteered. Any awards above 50 hours are recorded on your Higher Education Achievement Report (HEAR). Logging your hours is a key part of getting your Course Rep Accreditation so start now and log your hours as you go along.

WORCESTER AWARD

This award is open to all students who want to demonstrate their employability by showing all the different skills and experiences they have gained. For more information about this award visit http://www.worcester.ac.uk/discover/the-worcester-award.html

Course Rep of the Year Award –

This award exists to recognise the outstanding achievements of Reps throughout the academic year. Both students and staff will be able to nominate Course Reps, and the winner will be presented with an award during the Students' Union Celebration Week at The Union Awards in May 2020.

KEY DATES

COURSE REP TRAINING

28th October - 22nd November

COURSE REP FORUMS

Monday 28th October 13:15-15:15 ROOM NO.
Wednesday 4th December 13:15-15:15 ROOM
Wednesday 25th March 13:15-15:15 ROOM NO

Notes

COURSE REP CONFERENCE 2020

This all day event will involve skills-based workshops, school-specific sessions, and a high-level panel debate. It also provides you with the opportunity to network with senior members of University staff and other Reps from different Schools.

Friday 31st January 09:30-16:00

CHANGE WEEK

Monday 3rd February – Friday 7th February 2020

The overall aim of Change Week is to make our feedback processes as visible as possible to highlight the work that you all do on a daily basis, as well as how your University and SU act on and address the feedback received to improve the overall student experience. Do you want to get involved and help with fun activities, collecting students' ideas as part of Change Week? Or maybe you'd like to be part of the planning committee and help us to organise the whole event? Email our Student Engagement Manager, Tim Hewes-Belton, t.hewesbelton@worc.ac.uk for more information.
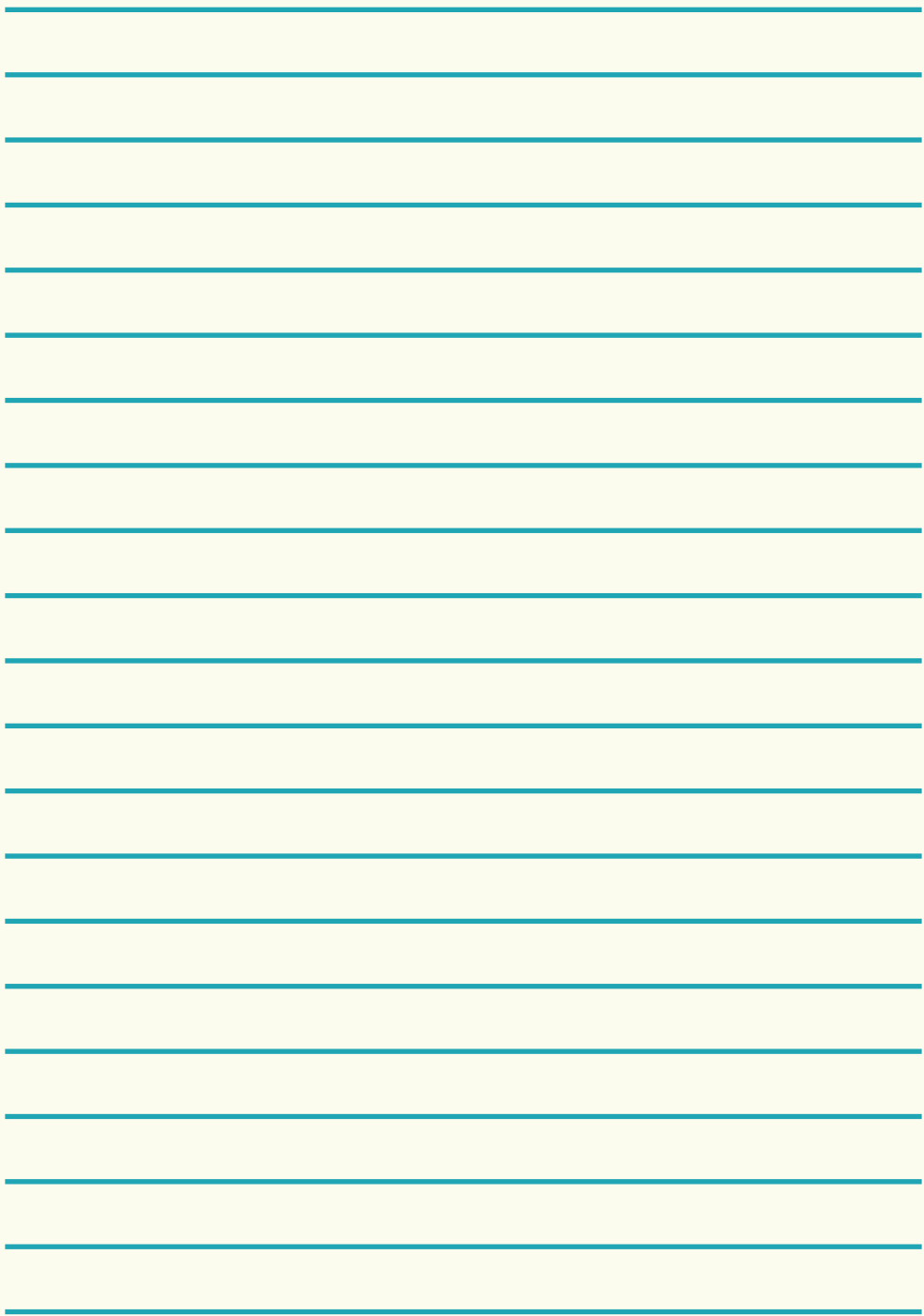
DATA PROTECTION

When you are elected as a Course Rep your Course Leader will enter your details onto SOLE and the University will share your Course Rep status with the Students Union in line with their Data Sharing Agreement which can be found at https://www.worcsu.com/faqs/data_protection/
The Students' Union will use the personal data we hold on the membership system to provide you with the training, support and advice you need as a rep and to ensure you are up to date with issues that affect you and the students you represent. The processing of this data is necessary to provide you with the services associated with being a Course Rep. If you don't want to receive emails from us you can unsubscribe at any time by either clicking on the link at the bottom of emails or by logging on to www.worcsu.com/login and editing your details on the contact options page. Please be aware this will impact on our ability to support you as a Course Rep.
From time to time the SU may need to share your university email address with students you represent but we will always seek your consent before doing so.
For information on how Worcester Students' Union processes your data including how long we retain it and your rights please see our Student Data Privacy Notice which can be found at
https://www.worcsu.com/faqs/data_protection/ .
For information on how the University of Worcester uses your data please visit
https://www.worcester.ac.uk/informationassurance/student-privacy-notice.html

IDEAS FORUM

The University of Worcester is our home, our course, our money and our future. We care about making sure that our university is the best it can be and that every single one of your voices matter. Students lead the Students' Union, which means you are the ones leading change. So, got something you'd like to make happen?

Share your thoughts about all aspects of being a student at Worcester on our brand new Ideas Forum. The Ideas Forum is a direct, new, and effective way to get your voice heard, and you can use it as many times as you want during your time as a University of Worcester student! If an idea receives at least 25 'up-votes', the SU will then be able to consider it. The more votes and comments an idea gets, the more power it gives us to try and action it.

WORCESTER
STUDENTS' UNION

University
of Worcester

www.worcsu.com

Training

To help you develop your skills, we deliver face-to-face training for all Course Reps. We are also hosting a Course Rep Conference on Monday 4th February. A fantastic opportunity to network with other Reps, the Conference will be an all-day event and will involve skills-based workshops, school-specific sessions, and a high-level panel debate. To find out about the Conference and any upcoming training dates please visit the Worcester Students' Union website.

Returning Rep Training:
- xx
- xx
- xx
- xx
- xx

First Time Rep Training
Generic rep training dates (non-school specific):
- xx
- xx
- xx
- xx
- xx

School specific first time rep training (also attended by your SERCC and School Representatives)

School of Allied Health and Community
- xx

School of Arts
- Wednesday 23rd October 11:30-13:00 (location)

School of Business
- **Computing** - Tuesday 29th October 12:00-13:20
- (location)
  Computing - Tuesday 12th November 12:00-13:30
  (location)

School of Humanities
- xx

School of Education
- **Children & Families** - Tuesday 1st October 16.15-17.45 (location)
- **Education & Inclusion** - xx
- **Primary Education** - Thursday 7th November 11.30-13:00

School of Nursing & Midwifery
- xx

School of Science & the Environment
- xx

School of Sport & Exercise Science
- xx

School of Pyschology
- xx

For our Partner students, commuter students, or students who cannot attend face-to-face training due to placement/lecture clashes/caring responsibilities/work commitments etc., you can find our online training sessions in our Rep Resources Hub on the Students' Union website: https://www.worcsu.com/your-voice/reps/hub/training/